

# Remote Dial-In Administration

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This article pertains to districts that have purchased Remote Dial-In; the following information is provided by Shoutpoint. More information regarding Shoutpoint can be found [here](#).

Remote Dial-in Administration covers user and contact maintenance. For information about creating and maintaining notifications, see Creating Remote Dial-in Campaigns.

This article contains the following topics:

[Accessing the Remote Dial-In Console](#) | [Notifications](#) | [PIN Users](#) | [Recipient Segments](#) | [Recipient Imports](#)

## Accessing the Remote Dial-In Console

1. Go to: <https://rdi.shoutpoint.com>.
2. Enter your **username** and **password** or enter your numeric **PIN**.

Contact Campus Support if you do not know the username and password for your district.

3. Click **OK**. The Notifications screen displays.

RDI

## Log In

Username

Password

- or -

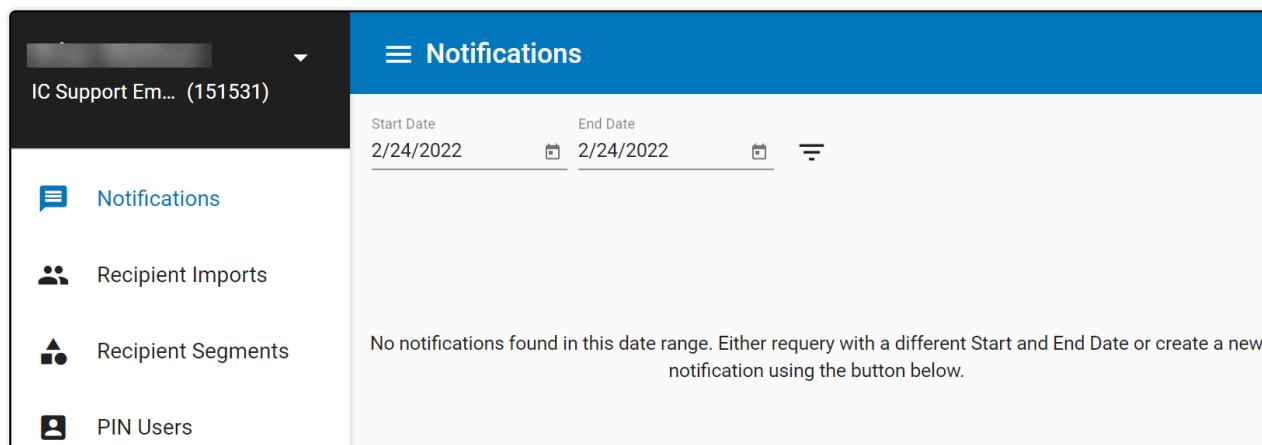
PIN

LOG IN

*Remote Dial-in Web Access*

## Notifications

Notifications are voice/text message campaigns districts create to send urgent or important messages to students, parents and staff. Notifications can be sent immediately or scheduled for a later date and time.



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Start Date: 2/24/2022 End Date: 2/24/2022

Notifications

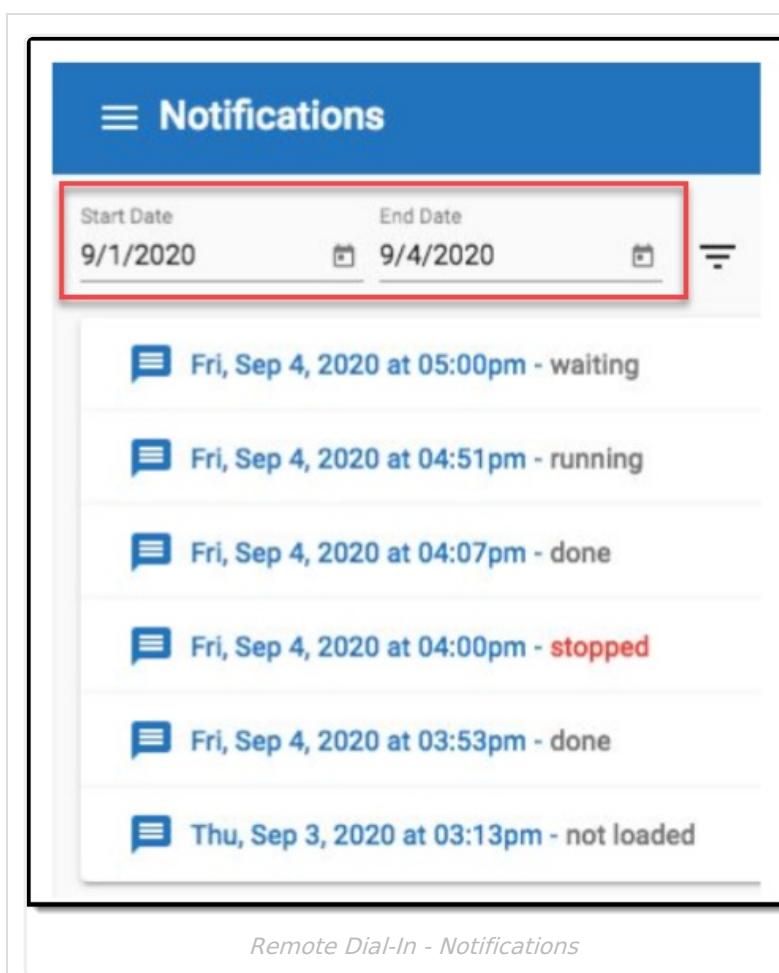
Recipient Imports

Recipient Segments

PIN Users

No notifications found in this date range. Either requery with a different Start and End Date or create a new notification using the button below.

Remote Dial-In - Notifications



Start Date: 9/1/2020 End Date: 9/4/2020

Fri, Sep 4, 2020 at 05:00pm - waiting

Fri, Sep 4, 2020 at 04:51pm - running

Fri, Sep 4, 2020 at 04:07pm - done

Fri, Sep 4, 2020 at 04:00pm - stopped

Fri, Sep 4, 2020 at 03:53pm - done

Thu, Sep 3, 2020 at 03:13pm - not loaded

Remote Dial-In - Notifications

By default, notifications scheduled for the current date will be displayed. To see notifications for a different date range, enter the desired start and end dates (or use the calendar feature to select the dates) and then click the filter icon.

Results will be displayed in the user's local time zone, from newest notification to oldest.

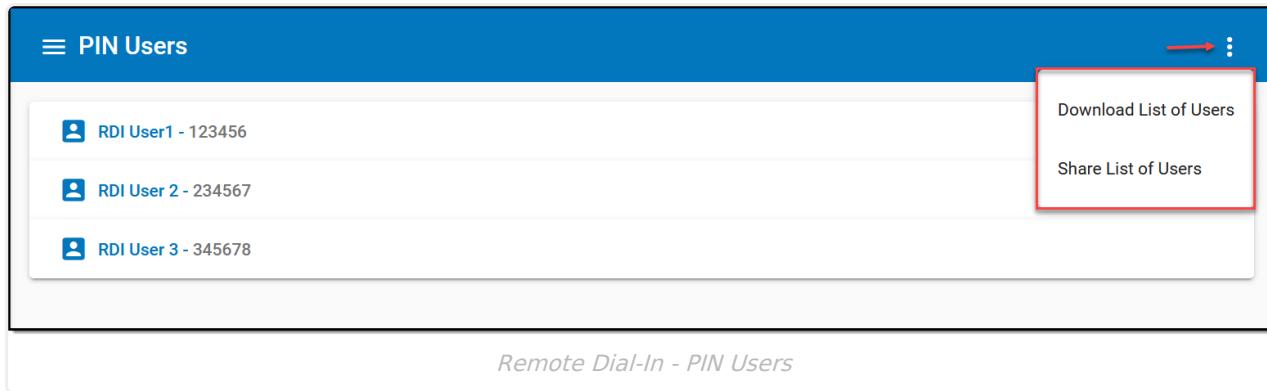
- A notification that is actively in progress will show as "running," followed by "stopping" when it is nearing completion.
- Notifications set to begin at a later time will show as "waiting."
- A current-date notification that was stopped before it could complete will show as "stopped."
- A notification that was completed on the current date will show as "done."
- Notifications from past dates will show as "not loaded" regardless of their completion status.

# PIN Users

## View a List of PIN Users

Users logged in with the district's username and password may click the vertical ellipsis icon in the upper right-hand corner, and then select "Share List of Users" to send the full list of users to an email address. Users on computers and some wireless devices will also have the option to download the full list of the district's current PIN users.

Both of these options are not available if the user logged in using a PIN. Users must log in with a username and password to access this section.



The screenshot shows a user interface for managing PIN users. At the top, a blue header bar contains the text "PIN Users" and a vertical ellipsis icon. Below the header is a list of three users: "RDI User1 - 123456", "RDI User 2 - 234567", and "RDI User 3 - 345678", each with a small user icon. To the right of the list is a context menu with two options: "Download List of Users" and "Share List of Users", both of which are highlighted with a red box. At the bottom of the interface, the text "Remote Dial-In - PIN Users" is visible.

## Adding a New PIN User

1. Select **Pin Users** from the Index.
2. Select the **Create a new user** icon. A User Detail editor will display.
3. Enter a **First Name**, **Last Name**, and **Email** for the new user.
4. Click **SAVE**. The new PIN user's information will appear in the PIN Users list and a confirmation message will be sent to the email address of the new user.

The screenshot shows the 'PIN Users' page. On the left, a sidebar menu includes 'Notifications', 'Recipient Imports', 'Recipient Segments', and 'PIN Users', with 'PIN Users' highlighted by a red box. The main content area is titled 'PIN Users' and lists four users: 'RDI, User - 111111', 'User 2 - 222222', 'User 3 - 123456', and 'User 3 - 987654'. Below the list is a button labeled 'Create a new user' with a red box around it, and a blue button with a plus sign and a user icon.

PIN Users can not set up new users or manage contact queries.

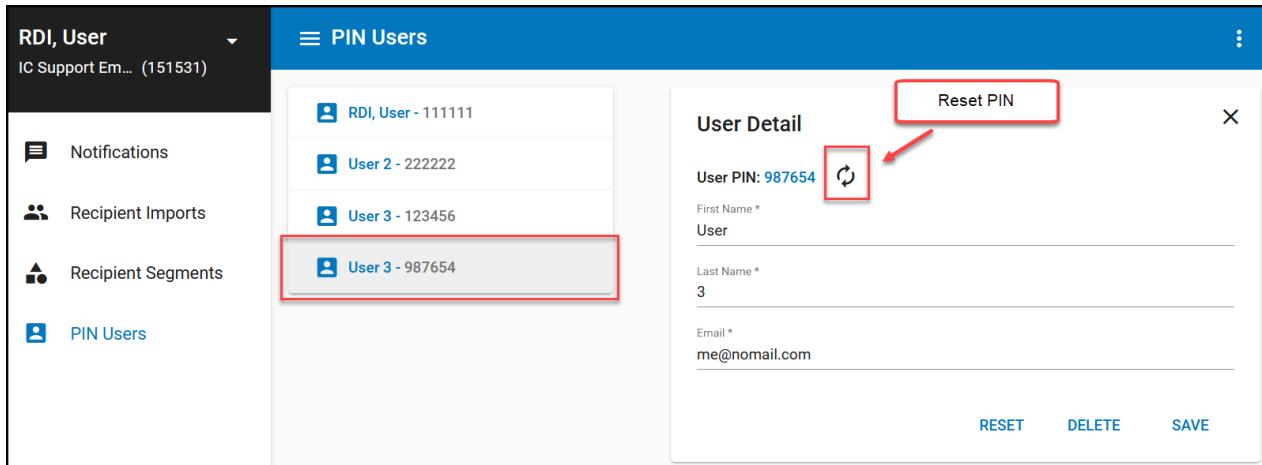
## Deleting a PIN User

1. Select the correct user from the list.
2. Click the **Delete** button. The user will be removed from the list.

The screenshot shows the 'PIN Users' page. The 'User 3 - 987654' entry in the list is highlighted by a red box. A modal window titled 'User Detail' is open, showing the user's PIN as '987654' with a refresh icon. The user's details are listed: First Name \* (User), Last Name \* (3), and Email \* (me@nomail.com). At the bottom of the modal are 'RESET', 'DELETE' (which is highlighted with a red box), and 'SAVE' buttons.

## Resetting a PIN

1. Select the correct user from the list.
2. Select **Reset PIN** icon. The new PIN will be emailed to the address provided.
3. Click **Save**.



The screenshot shows the Infinite Campus interface. On the left, a sidebar menu is open with the following items: Notifications, Recipient Imports, Recipient Segments, and PIN Users. The PIN Users item is selected. The main content area is titled "PIN Users" and lists four users: RDI, User - 111111, User 2 - 222222, User 3 - 123456, and User 3 - 987654. The fourth user is highlighted with a red box. A modal window titled "User Detail" is open for the user "User 3 - 987654". The modal contains fields for First Name (User), Last Name (3), and Email (me@nomail.com). A "Reset PIN" button is located in the top right of the modal, and a refresh icon is located in the "User PIN" field (987654). The bottom of the modal has "RESET", "DELETE", and "SAVE" buttons.

## Recipient Segments

Send Voice/Text messages to a specific group of student and staff recipients by creating a Recipient Segment. Using the filter options available, identify specific recipient groups to receive only the information they need. Example: create a Recipient Segment for each school in the district for only students/staff of the selected school to receive Call/Text notifications. Users may edit and delete existing segments as needed.

### Create Student and Staff Recipient Segments

A sample of recipients displays in the Sample Recipients box. Select the refresh icon in Sample Recipients to query the recipient sample on only the selected filters.

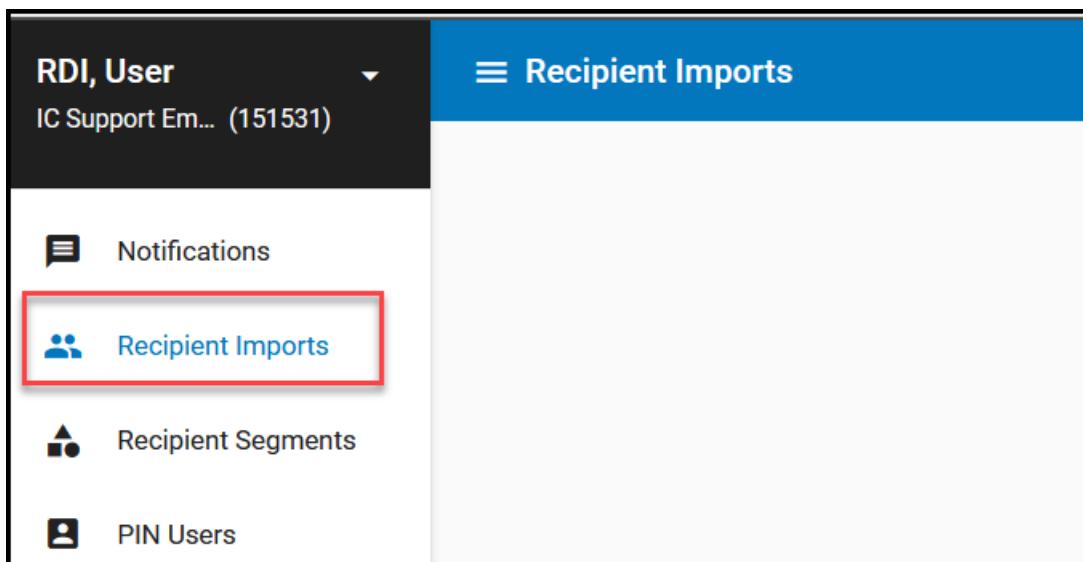
Create new Recipient Segments

1. Select the **Recipient Segments** tab.
2. Enter a **Segment Name**.
3. Select the desired **Recipient Types**.
4. Select a school or multiple schools to filter the recipient segment to.
5. Select **Grade Levels** filter if desired.
6. Select **Languages** filter if desired.
7. Select a **Relationship Types** filter of the student's contacts.
8. Select **Save**.

## Recipient Imports

To manage importing and updating contacts automatically through Campus, see the [Automatically Importing and Updating Contacts \(Remote Dial-In\)](#) article.

The Recipient Imports tab is where the administrator reviews imports that have historically been completed by the Campus extract/Shoutpoint import.

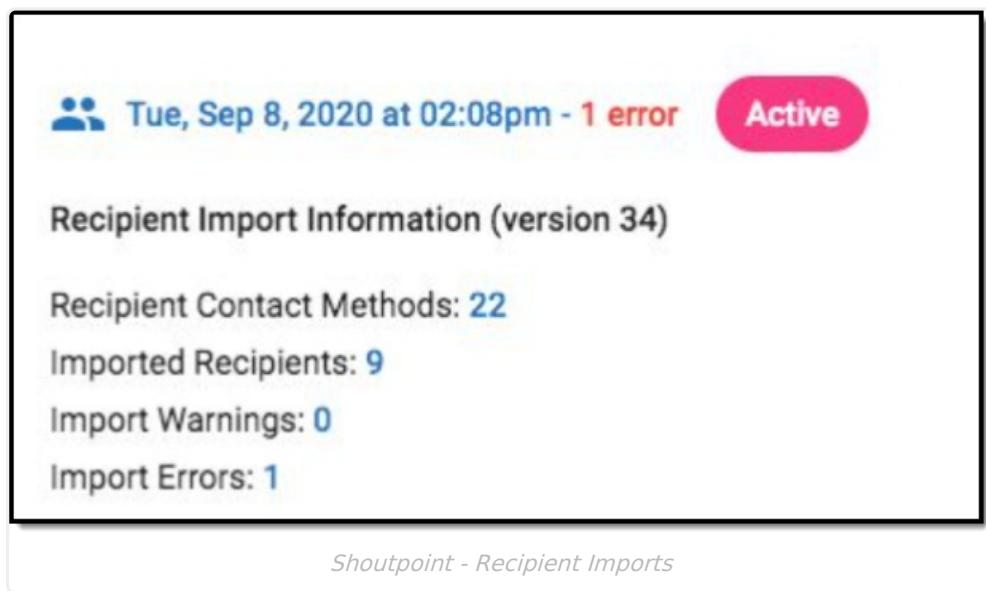


RDI, User  
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≡ Recipient Imports

- Notifications
- Recipient Imports
- Recipient Segments
- PIN Users

The Recipient Imports page displays the district's recently loaded contact lists, with a pink "Active" label next to the most recently loaded list. Only the "Active" list will be used for creating new notifications; previous list imports are displayed for reference. Updated lists are automatically imported from the contact database according to the district's setup on [Remote Dial-In](#).



**Recipient Import Information (version 34)**

Recipient Contact Methods: 22

Imported Recipients: 9

Import Warnings: 0

Import Errors: 1

Recipient Import Stats	Description
If there are any import <b>warnings</b> or <b>errors</b> , there will be a blue " <b>Export Errors</b> " button for users to select to download a file containing details about the warnings and errors.	

<b>Recipient Import Stats</b>	<b>Description</b>
<b>Recipient Contact Methods</b>	Reflects how many recipient phone numbers are in the contact list. Each recipient (parents/guardians and school staff members) may have 1 or more contact method (phone number set to receive phone calls or text messages).
<b>Imported Recipients</b>	Reflects how many recipients are in the contact list.
<b>Import Warnings</b>	Reflects the number of contact list records that contain invalid data, but were still imported.
<b>Import Errors</b>	Reflects the number of contact list records that could not be imported at all. Most import errors are due to invalid phone numbers, or a recipient not having any contact methods set.